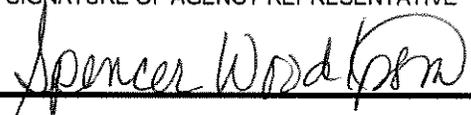
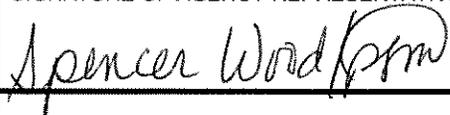


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006443	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type:	Bargaining Unit  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	70	Utilizes high-level & complex computer programming, analysis, & design techniques to perform project management functions on behalf of Office of Information Technology (OIT), Infrastructure Services Division (ISD) to manage multiple &/or sensitive projects: responsible for the review & evaluation of service management processes of ISD in conformance with the Information Technology Infrastructure Library (i.e., ITIL, industry standard framework for providing guidance specific to information technology (IT) service delivery & support processes) implementation & ongoing activities (e.g., applying set of concepts & techniques for managing IT infrastructure development & operations, detailed descriptions of important IT practices with comprehensive checklists, tasks & procedures that can be tailored to OIT/ISD); defines how to organize the system & network management processes within ISD; supports IT service providers in planning consistent, documented & repeatable processes that improve service delivery for ISD process areas (e.g., Unified Network, Co-Managed Services, Enterprise Computing, Server & COO); schedules resources & coordinates tasks in cooperation with service managers among process areas to ensure business objectives are met; organizes & coordinates teams that develop & implement processes to effectively build a data center & identifies tools that support it within the ITIL framework; coordinates with appropriate staff to ensure seamless integration of policies, processes & procedures for OIT; directs continuous process improvement efforts & communicates ongoing activities, actions taken, & resulting process changes to the OIT managers & identified delegates.	Knowledge of (1) project management methodologies; (2) information technology; (3) ITIL framework & certification; (4) IT best practices; (5) agency policies & procedures*; (6) meeting facilitation; (7) statistical & analytical principles & processes; (8) negotiating methods & techniques; Skill in (9) use of personal computer & associated hardware/software; Ability to (10) communicate effectively both orally & in writing at different levels in organization; (11) translate business requirements to technical requirements; (12) understand how IT technology supports the business	
			*Developed after employment	
JOB CODE 64133	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 10/6/14	

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	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm											
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>												
<table border="1"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills &amp; Abilities</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">20</td> <td>Under direction of OIT/ISD management, provides project leadership to support timely &amp; complete implementation of ITIL related process improvement for products &amp; services: manages all process improvement efforts and ensures all are evaluated; determines how to implement new or revised processes, sets priorities for team, identifies IT support tools &amp; resources; makes recommendations, &amp; creates presentations; addresses organizational structure &amp; skill requirements by presenting a comprehensive set of management procedures with which OIT/ISD can manage its IT service delivery operational processes (e.g., incident response, change management, change control, help desk support areas); identifies, gathers &amp; reports internal metrics to OIT management; applies best in class practices in an effort to improve existing processes &amp; ensure increased efficiency in meeting deliverables.</td> <td>           Knowledge of 1, 2, 3, 4, 5*, 6, 7, 8            Skill in 9            Ability to 10, 11, 12         </td> </tr> <tr> <td style="vertical-align: top;">10</td> <td>Performs other related duties as needed: represents management at meetings, conferences &amp; seminars; prepares &amp; delivers speeches &amp; presentations before professional organizations &amp; OIT/ISD management; obtains &amp; maintains ITIL certification</td> <td>           Knowledge of 1, 2, 3*, 4, 5*, 6, 7, 8            Skill in 9            Ability to 10, 11, 12             *Developed after employment         </td> </tr> </tbody> </table>				%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	20	Under direction of OIT/ISD management, provides project leadership to support timely & complete implementation of ITIL related process improvement for products & services: manages all process improvement efforts and ensures all are evaluated; determines how to implement new or revised processes, sets priorities for team, identifies IT support tools & resources; makes recommendations, & creates presentations; addresses organizational structure & skill requirements by presenting a comprehensive set of management procedures with which OIT/ISD can manage its IT service delivery operational processes (e.g., incident response, change management, change control, help desk support areas); identifies, gathers & reports internal metrics to OIT management; applies best in class practices in an effort to improve existing processes & ensure increased efficiency in meeting deliverables.	Knowledge of 1, 2, 3, 4, 5*, 6, 7, 8 Skill in 9 Ability to 10, 11, 12	10	Performs other related duties as needed: represents management at meetings, conferences & seminars; prepares & delivers speeches & presentations before professional organizations & OIT/ISD management; obtains & maintains ITIL certification	Knowledge of 1, 2, 3*, 4, 5*, 6, 7, 8 Skill in 9 Ability to 10, 11, 12  *Developed after employment
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